

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

For Commission Use Only:
Case: 08 0071

ORIGINAL

Regarding a complaint by (Person making the complaint): Annetta Vaughn

Against (Utility name): Illinois Bell Telephone Company d/b/a AT&T

As to (Reason for complaint) Respondent changed my Complete Local Solution package to a "Basic" package without my permission, respondent refuses to rectify this problem and I did not receive a credit to my account for not having any phone service for 72 hours.

in Midlothian Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 14633 S. Keystone Avenue, Apt 2F, Midlothian, ILL 60445

The service address that I am complaining about is 14633 S. Keystone Avenue, Apt 2F, Midlothian, ILL 60445

My home telephone is [708] 239-1113

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [708] 239-1113

My e-mail address is _____ I will accept documents by electronic means (e-mail) ☐ Yes ☒ No

(Full name of utility company) Illinois Bell Telephone Company d/b/a AT&T (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

220 ILCS 5/13-903(c)(1)(2), (d)(2)(a) and 220 ILCS 5/13-712(e)(1)

220 ILCS 5/13-303

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint? ☒ Yes ☐ No

Has your complaint filed with that office been closed? Illinois Commerce Comm. file #2007-22499 ☐ Yes ☒ No

①

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

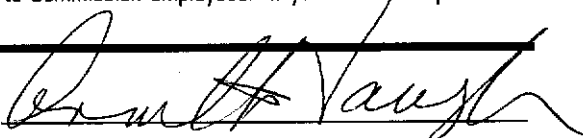
SEE ATTACHED

②

Please clearly state what you want the Commission to do in this case: SEE ATTACHED

NOTICE: If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy **and** a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: January 29, 2008
(Month, day, year)

Complainant's Signature: 

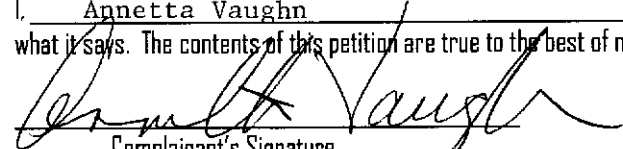
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

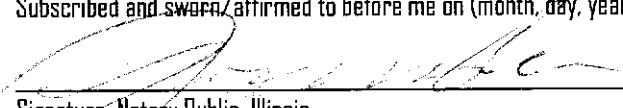
VERIFICATION

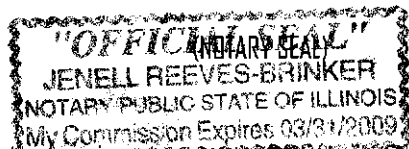
A notary public must witness the completion of this part of the form.

I, Annetta Vaughn, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.


Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 1-29-2008


Signature, Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing.

**Formal Complaint
from Annetta Vaughn
against Illinois Bell Telephone Company d/b/a AT&T.**

(1) I Annetta Vaughn am being penalized for errors that AT&T made. I (Annetta Vaughn) as a customer with AT&T am being **FORCE AS A CUSTOMER** to do and pay for a "BASIC ®" with no unlimited local toll package that I do not want, did not request and can not afford. My phone bill has increased by \$100.00 every month because AT&T refuses to rectify this problem and I feel like I am being scam by AT&T.

(2) I am complaining because I never requested my "Complete Local Solution" packaged to be changed, I was never notified that my package was changed to "BASIC ®" until I received my November 13, 2007. I feel as though my customer rights have been violated according to law **220 ILCS 5/13-903(c)(1)(2)(d)(a)** because AT&T accepted my \$63.96 payment for the Complete Local Solution service package and never notified me of any changes.

(3) On October 31, 2007 I paid my phone bill for \$63.96 and received a confirmation #2211455733 for a Complete Local Solution package. No one informed me on October 31, 2007 that my service has been changed to Basic® with no unlimited local toll package nor did anyone mention to me in any way after making the \$63.96 payment my service will be changed.

(4) My service was never interrupted, disconnected, or temporarily disconnected on any of the days AT&T indicated October 29, 2007, October 30, 2007, October 31, 2007 or November 1, 2007 to make AT&T change my package.

DISCONNECT MEANS: to terminate a connection; detached or cut off

INTERRUPT MEANS: to stop or hinder by breaking in; break the uniformity or continuity; to break in upon an action

(5) I would also like to **ADD** that on May 18, 2007 I had no phone service for 72 hours (Friday, May 18, 2007, Saturday, May 19, 2007, and Sunday, May 20, 2007). My service was out of order because repairs on the outside line were cut. I was told that AT&T can not grant me credit because it was not AT&T fault that my service was out of order and when I asked who was at fault they told me it was Commonwealth Edison and AT&T do not credit customers for other companies mistakes. I was never credited my 67% of one month service.

*I have attached my monthly statements for May 2007 through January 2008.

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Please clearly state what you want the Commission to do in this case:

(1) I, Annetta Vaughn want the Commission to ORDER that Illinois Bell Telephone Company d/b/a AT&T to credit my account #708-239-1113/1507 for the following:

- **October 14 – November 13, 2007 monthly statement \$12.19 plus tax**
- **November 14 – December 13, 2007 monthly statement \$35.86 plus tax**
- **December 14 – January 13, 2008 monthly statement \$76.30 plus tax**
- **And credit customer account for any months after January 2008 for local toll calls plus tax until customer package is no longer being charged for local toll calls.**

(2) I, Annetta Vaughn would also like for the Commission to ORDER that Illinois Bell Telephone Company d/b/a AT&T to either give Annetta Vaughn back her Complete Solution package with unlimited toll calls or compensate Annetta Vaughn with a package similar to the Complete Solution with unlimited toll calls for the same cost as my Complete Solution package \$39.95.

(3) I, Annetta Vaughn would also like for the Commission to ORDER that Illinois Bell Telephone Company d/b/a AT&T to credit the my account for not having any service May 18, 2007, May 19, 2007 and May 20, 2007 for 72 hours per statue 220 ILCS 5/13-712(e)(1) the necessary percentage due. *If the service disruption is for more than 72 hours, but not more than 96 hours, the credit must be equal to at least 67% of one month's recurring charges for all local services disrupted.*